Eval 2

Group 2 - Vikingz

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Overview of User Evaluation Methods

Before starting our user evaluation we read, signed, and sent off a fast track ethical approval form. This document outlined the ethical practices and procedures we would follow during our data collection. We gave every participant in our evaluation a copy of our Information sheet (outlining the purpose of our research and how data will be managed after the interview) and had them sign an Informed Consent form (as an online Google Form).

It was important that we recruited participants who are similar to the final users of our game. Our customer outlined that the intended audience of our game are prospective university students attending an open day at the University of York. Whilst we didn't have access to prospective university students, it was within our means to recruit current students as our participants, who are a good representation of our final users. To recruit these participants, each member of our team chose one student, normally a friend, and invited them to partake in our user evaluation.

When carrying out our user evaluation, we will ensure that it is performed in an environment similar to how the final game will actually be displayed and used. This environment will typically be a software lab, therefore this will be our location of choice. The method we will be using for our evaluation is Task Based User Evaluation. This is where the user is given a scenario such as "can you show me how you would place a building on the map?", and the user then has to walk the evaluator through this scenario giving a commentary of their thought process of how they intend to achieve the goal. The reason that we have decided to give users tasks and scenarios to complete is because it allows us to deliberately cover all aspects and requirements of the game such as navigating menus, placing buildings, whilst allowing the user to feel as though they are just naturally playing the game and not feel as though they are rigorously testing each component for us. As a result of this, we are able to generate genuine user experience feedback by analysing their gameplay and interactions, judging how smoothly their playthrough went through our own interpretation, but most importantly from how easily they were able to complete the tasks listening to their commentary of how they expected different components to react.

Our Findings

After carrying out our user evaluation we compiled all of our data into a spreadsheet allowing us to easily analyse the data and create a list of improvements to our game. This spreadsheet was split into 3 main sections; Tasks to be completed by the user, Usability Scale and User Feedback.

When the user completed each task we asked them how difficult it was on a scale from 1-10. This allowed us to easily spot areas to improve upon such as making the pause menu easier to access and how to adjust the game's audio.

Tasks to be completed by the user

Task No.	Task to complete
1	Start a new game
2	Access the leaderboard
3	Access the settings
4	Place down a building
5	Pause the game
6	Toggle Full screen | Window mode
7	Change Music | Sounds Volume
8	Adding a new entry to the leaderboard
9	Accept | Reject and event
10	Moving around the map

How easy users found to complete the task
(Very Easy 1 - 10 Very Hard)

Task No	User 1	User 2	User 3	User 4	User 5	User 6	User 7
1	1	1	1	1	1	1	1
2	1	1	1	1	1	1	1
3	1	1	1	1	1	1	1
4	2	1	2	3	1	1	2
5	5	3	7	2	4	5	5
6	5	3	6	5	4	3	6
7	5	2	6	3	5	2	5
8	2	1	2	2	1	1	2
9	1	1	1	1	1	1	1
10	2	1	3	2	4	1	2

Following this, we asked the user a set of questions about the usability of our game to gather some overall feedback on the system as a whole.

Usability Scale (Strongly Disagree 1 - 5 Strongly Agree)

Task No	Usability Target	User 1	User 2	User 3	User 4	User 5	User 6	User 7
1	I think that i would like to play this game frequently	3	3	2	2	3	4	3
2	I found the system unncessarily complex	2	1	3	2	1	1	2
3	I think that i would need tech support to play this game	2	1	2	1	1	2	2
4	I think that the system was too inconsistent	3	2	3	3	2	4	3
5	I would imagine that people would learn quickly how to play this game	4	4	3	5	4	3	4
6	I found the game akward and unintuitive to play	2	2	3	1	3	3	2
7	I felt confident playing the game	4	5	3	4	5	3	3
8	I would recommend this game to a friend	4	4	3	5	4	3	4

We finished off our evaluation by asking for feedback from our users, since they might suggest gameplay and ui improvements which we wouldn't have thought about.

Users pointed out that	Design changes made / Are planning to make based on feedback
1. The pause menu was difficult to open since there were no direct instructions that you had to press the esc key to open it	1. Add a promt on screen, that tells the user that they can pause the game using the esc button ADDED
2. At times the way the satisfaction meter worked was misleading, and overall worked quite slow	2. Increase the interval at which the satisfaction meter updates to provide faster feedback, and provide an explanation of how the satisfaction system works
3. Users balance income took a while to be added to the balance counter, and therefore mislead the user	3. Increase the rate at which the users balace is updated
4. The satisfaction score would go into the negative if buidings were placed too far away from each other	4. There was a bug in the satisfaction function which was fixed
5. The timer would go to x:60 when counting down	5. There was a bug in the timer code which was fixed